

# Step-by-step guide to setting up your FCm Traveler Profile

IMPORTANT NOTE: Certain sections of the Traveler Profile must be filled out in order to process bookings. Optional sections may be completed at the user's discretion.

**Regardless of section, all information must be correct in order for bookings to be processed.**

Go to the FCm portal link for Pinnacle <https://portal.fcm.travel/pinnacleentertainment>

Once you are logged into the portal, you will see the homepage. Click at the top on "PROFILE" and proceed to fill in each section.

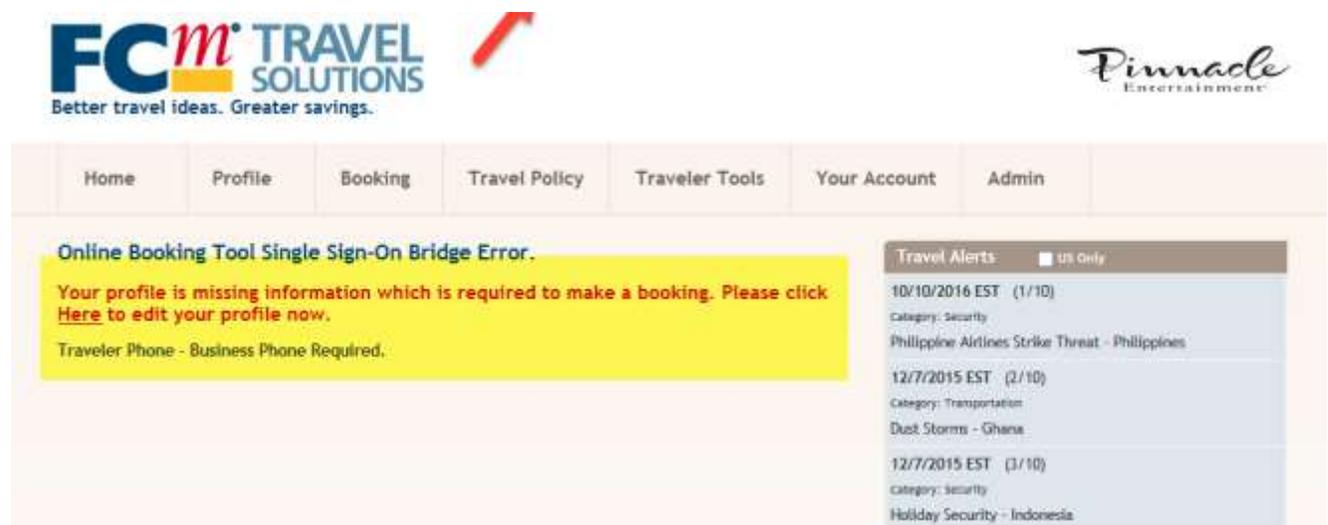
After logging on to the FCM home page, click on the Profile tab, and then the Personal tab. **Please note that your personal profile consists of two sections and you will not be able to fill out the second section without having saved the information in the first section.**

## [REQUIRED] Personal Tab

Please fill out your name exactly as it appears on your government-issued ID (Driver's License or Passport)

Input your Gender and Date of Birth and Business phone number ( Business phone is required for Southwest reservations)

Confirm the information in the "Other Employee Info" and click Save. If changes are needed, contact [pnktravelinquiries@pnkmail.com](mailto:pnktravelinquiries@pnkmail.com) If any of these field are not completed you will receive an error message similar to this one when you click on Concur to go in to make a new reservation.



The screenshot shows the FCM Travel Solutions website interface. At the top left is the logo for FCM TRAVEL SOLUTIONS with the tagline "Better travel ideas. Greater savings." and a red pencil icon. To the right is the Pinnacle Entertainment logo. Below the logos is a navigation menu with tabs: Home, Profile, Booking, Travel Policy, Traveler Tools, Your Account, and Admin. A yellow error message box is displayed, stating: "Online Booking Tool Single Sign-On Bridge Error. Your profile is missing information which is required to make a booking. Please click Here to edit your profile now. Traveler Phone - Business Phone Required." To the right of the error message is a "Travel Alerts" section with a "US Only" filter. It lists three alerts: 10/10/2016 EST (1/10) - Security - Philippine Airlines Strike Threat - Philippines; 12/7/2015 EST (2/10) - Transportation - Dust Storms - Ghana; and 12/7/2015 EST (3/10) - Security - Holiday Security - Indonesia.

## Credit Card Info

Input your credit card info here. **If your card is a VISA, you must choose VISA in the dropdown. The portal will not correct you if you enter a Mastercard number but choose VISA in the dropdown.** If you'd like to use the same card for all charges, choose "Air/Car/Hotel" from the "Usage" dropdown. However, you can specify if you'd like to use different cards for different travel categories (Air, Hotel, Car, and various combinations of those). If you have multiple cards you'd like to use, click "Add New Credit Card" to bring up a new entry line. Once complete, click Save.

## **Addresses**

For the credit card(s) entered above, you'll need to add the billing address. Click on the "Type" dropdown and make the appropriate choice, then enter the address. If you have multiple addresses you'd like to use, click "Add New Address" to bring up a new entry line. Once complete, click Save.

## **[OPTIONAL] Preferences Tab**

This tab has several sections that allow you to enter a variety of travel preferences (ex: window seats, non- smoking rooms, rental car size, etc.). NOTE: There are more sections than just the "Air & Seat Preferences" pictured below, but the steps are very similar. In each section, use the dropdowns and entry fields to indicate your selections (if any), and then click Save before moving on to the next section.

At the bottom of this tab is the "Additional Notes/Remarks" section. Make sure to enter any accessibility requirements or medically critical information about yourself that you feel your travel consultants should be aware of when arranging your travel, or any other pieces of information you feel they should know. If you have any remarks to add, click on the "Remark Type" dropdown to choose the type of note, use the text entry field to leave up to 54 characters per entry, and then click Save. If you have multiple remarks you'd like to make, click "Add New Remark" to bring up additional entry lines. Privacy Notice: FCm Travel Solutions acknowledges that information (marked as "Medical") contained within this section is private and will hold this information in confidence. The information can only be shared by someone with authorization to your travel profile.

## **[REQUIRED] Contact Info Tab**

### **Additional Emails**

The "Additional Emails" section allows you to specify what types of emails get sent to specified addresses. Your primary BC email will get all emails by default, but if you'd like your personal email account or a colleague to receive itineraries, invoices, etc., add the email address in the entry field, choose what type of information you'd like it to receive from the dropdown, and click Save. You can also click the checkboxes for "Itin" (which will add your itinerary in the body of the email) or "PDF" (which will add your itinerary as an attached PDF). If you have multiple emails you'd like to enter, click "Add New Email" to bring up additional entry lines.

## Phone Numbers

In this section, you can input your phone numbers. Click on the “Type” dropdown, choose the appropriate selection (Business, Cell, etc.), select the country prefix from the dropdown, and enter in the number (if it’s an international number, click the “International” checkbox). If you have multiple numbers you’d like to use, click “Add New Phone Number” to bring up a new entry line. Once complete, click Save.

## Emergency Contacts

This section is very similar to the previous section, except you’ll fill in your emergency contact’s name. It assumes you’re using a US number by default, but if it’s an international number, click the “Intl” checkbox and make sure to enter in the appropriate prefixes.

## [OPTIONAL] Membership Tab

### Membership Numbers

**Input all membership/loyalty reward numbers you have (ex: United Airlines MileagePlus, Hyatt Gold Passport, AAA, etc). IMPORTANT NOTE: Any membership numbers entered have to be connected to valid accounts. Any invalid membership numbers anywhere in your profile will result in your bookings being rejected, even if the membership number didn’t apply to the booking.**

NOTE: Several hotel brands have multiple sub-brands (Hilton owns Hampton inn, Starwood owns Sheraton, etc.). In these cases, do not select individual hotel names from the “Vendor” dropdown. Please select All Marriott (or “All Hilton”, “All Starwood”, etc.) when adding hotel loyalty numbers instead of the names of the individual sub-brands in the drop down box to avoid your membership not being added when booking associated hotels.

## [OPTIONAL] Passport/Visa Tab

In this section, you can input the info for your IDs, passports and visas. NOTE: Though this section is optional if you will only be traveling within the United States, this information is required for any international travel.

Click on the “Type” dropdown, choose the appropriate selection (ID, Passport, Visa, etc.), select the “Country of Issue” from the dropdown and enter the agency your travel document was procured from in “Place of Issue” text field below (found under the “Authority” section on a US passport). Next, enter in the document number in the “Number” entry field. Enter the expiration date of the document in the appropriate dropdown and then the issue date below it. Indicate your primary citizenship in the next

dropdown, and then click Save. If you have multiple numbers you'd like to use, click "Add New Passport or Visa" to bring up a new entry line.

ADDITIONAL NOTES: Please be aware that you will be required to have entered valid passport information in your profile in order to access any international destination.

Immigration law prohibits several categories of nonimmigrant work visas for persons who wish to work temporarily in the United States.

Please include the type of Visa as part of the Visa Document Number. Example, if your Visa is number 100234 and it is an H1B visa, enter as: 100234-H1B.

### **[INFORMATIONAL] Unused Ticket Tab**

If you have any unused tickets, those details would show here. You will have the option to apply unused tickets at time of booking.

### **[OPTIONAL] Authorizations Tab**

#### **Authorized Travel Arrangers**

If you have a dedicated assistant, you can assign them as a "Travel Arranger", who will be able to book travel through the system on your behalf. Click on the "Assign Arranger" dropdown to choose them from the list, and then click "Assign". Your arranger will receive a message that they have been assigned. If you do not see them in this list, contact [pnktravelinquiries@pnkmail.com](mailto:pnktravelinquiries@pnkmail.com) .